

# WaterSmart Customer Portal

July 22, 2021

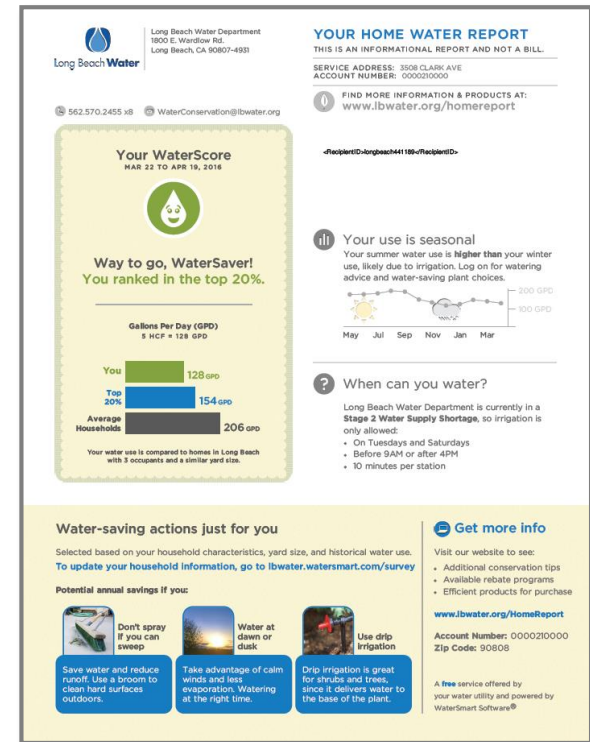


# LBWD History with WaterSmart...

2015  
drought

WaterSmart  
quarterly  
home water  
reports

State  
conservation  
mandates

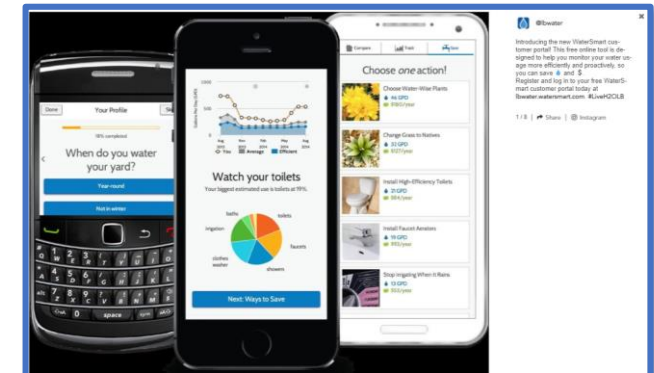
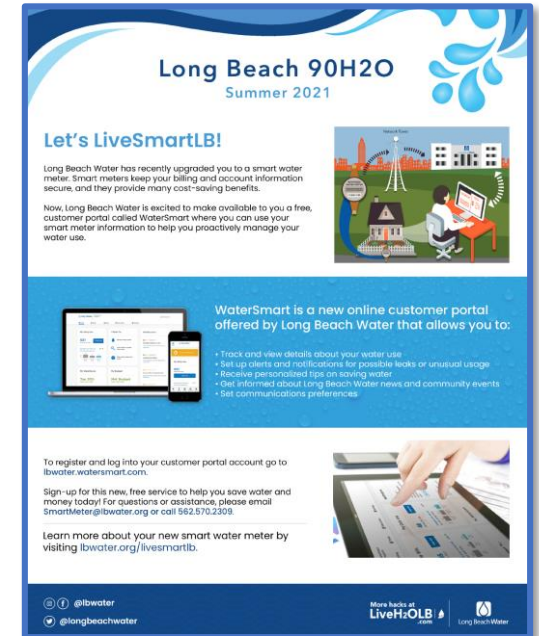


# ...LBWD History with WaterSmart

LBWD AMI  
deployment

June 2021  
Customer  
Portal  
Rollout

WaterSmart  
AMI portal

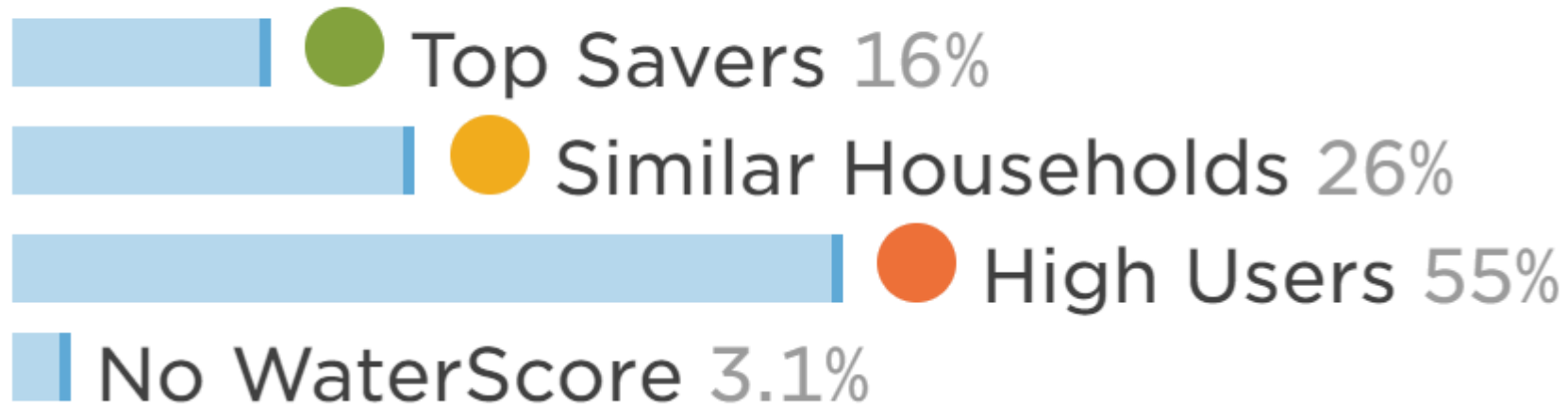




# Customer Portal Engagement Statistics

- 1,600+ customers have registered their account

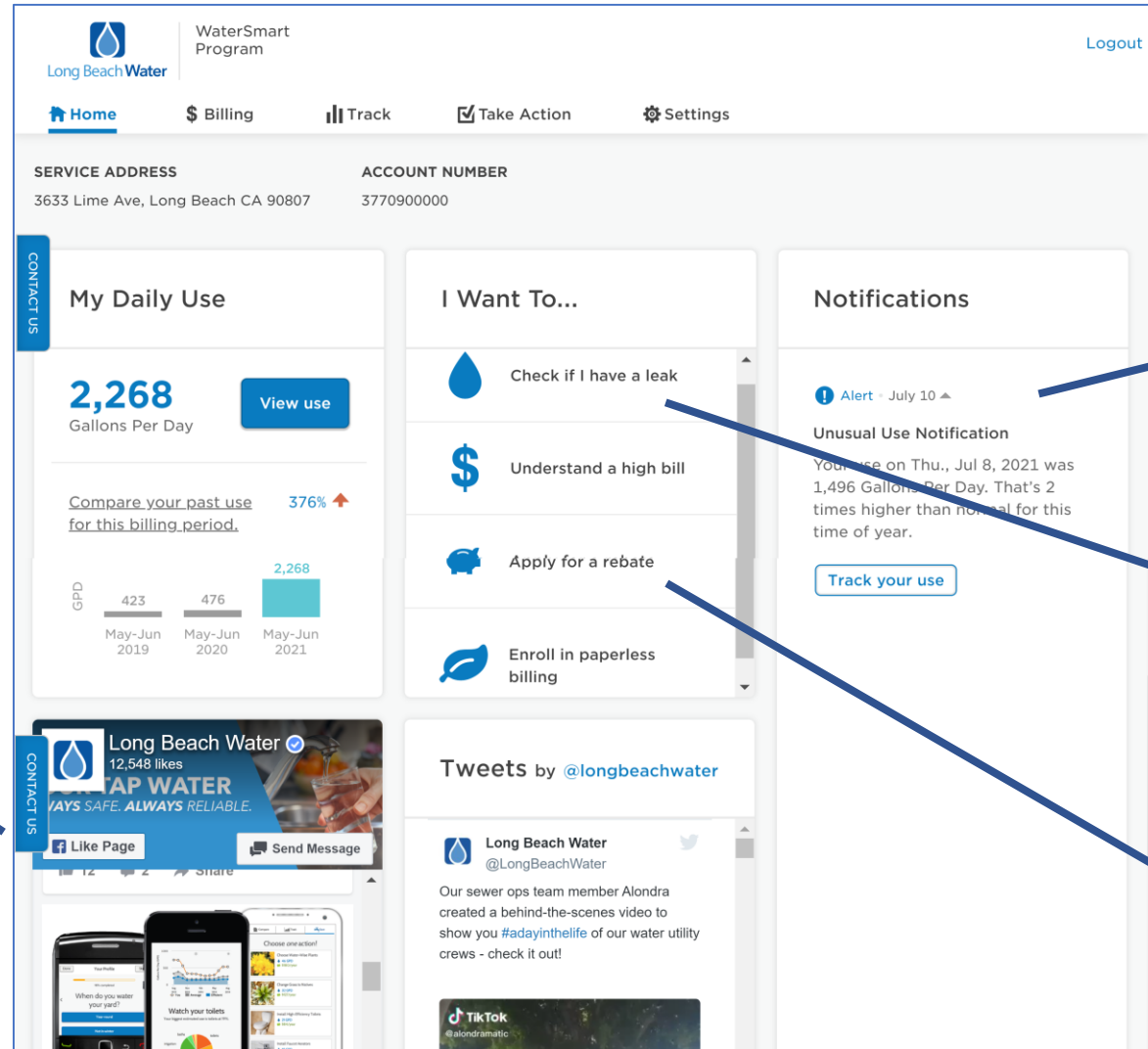
## WaterScore of Registrants



# Portal Demo – Landing Page

Water use  
snapshot

Social media  
feed



Notifications

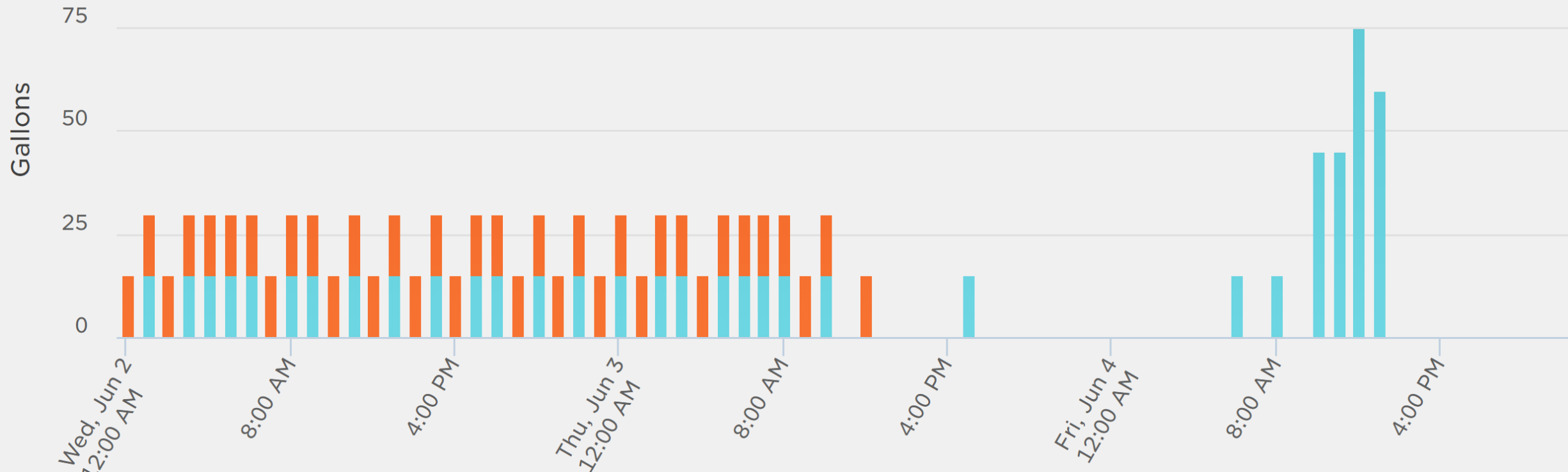
Leak self-  
help tutorial

Link to  
rebates

# Portal Demo – AMI

● Normal Use    ● Possible Leak    ● Data Unavailable

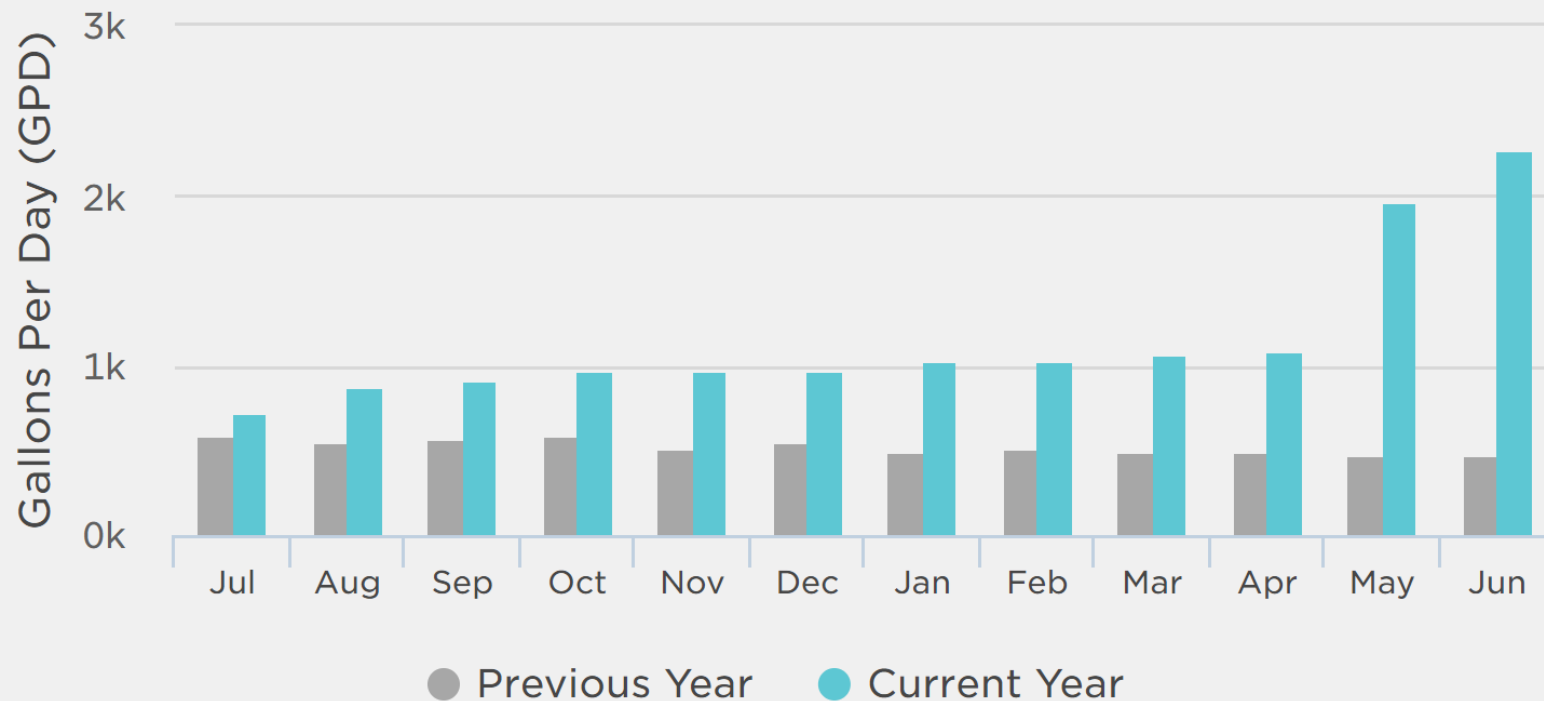
Last updated Monday, Jul 12, 2021 at 11:00 PM





# Portal Demo – 24 month comparison

## Comparing Your Use: Last 24 Months



### Increasing use

You used about **102% more water** during the most recent twelve-month period compared to the prior twelve-month period.

[Set use notifications](#)

# Portal Demo – Alerts

## Communication Preferences

### ☒ High Use Notifications

You will be notified when your daily use is over **2X** times your normal seasonal use.

1X 3X 5X



*\*Typical Seasonal Use: 441 GPD*

☒ Email

☐ Text Message

☐ Voice Message

### ☒ Bill Forecast Notifications

You will be notified if your use in the current period is on track to exceed **2X** times your normal seasonal use. We will only contact you a maximum of once per billing period.

1X 3X 5X



*\*Typical Seasonal Use: 30.5 CCF*

☒ Email

☐ Text Message

☐ Voice Message

### ☐ Unplanned Use Notifications

For **Account #3770900000**, you will be notified when use from your property exceeds your Daily Threshold setting.

Daily Threshold (Gallons)

0

Starts on

07/14/2021

Ends on

☐ 07/24/2021

☐ Never

☐ Email

☐ Text Message

☐ Voice Message



# Portal Demo – Leak Module



Toilets

Fixtures

Irrigation

Other

## Check Your Toilets

Running toilets are a common source of leaks, and are easy to fix.



Locate a leak by listening for running water or doing a [dye test](#).



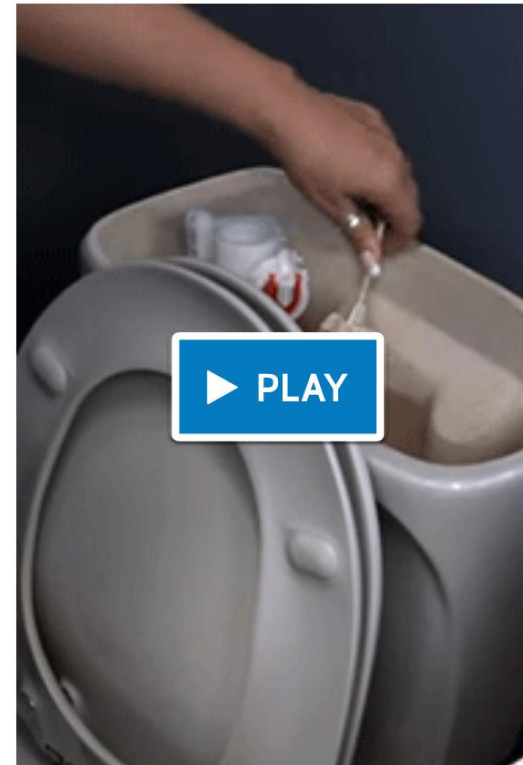
When the tank is full, check that the water level stops about one inch below the top of the overflow tube.



If the water is too high, adjust the water level screw or repair the float valve. If not, [check the flapper or the seal on the flush](#)

Found a leak

Step 2: Fixtures



A blue-tinted aerial photograph of a city skyline with various skyscrapers and buildings, serving as a background for the title.

# Customer Portal Future

- Initiate proactive follow up programs
  - Leaks
  - Irrigation days
- City-wide customer portal procurement



# Long Beach Water

Exceptional Water • Exceptional Service

